

ASK Driving School terms and conditions for lessons of instruction

Introduction

Thank you for choosing ASK Driving School we are a progressive forward thinking driving school with friendly professional driving instructors who have knowledge of all local test centres and test routes. If for any reason you have any concerns please do not hesitate to ask your driving instructor at any time s/he will be more than pleased to offer friendly helpful advice, alternatively you can contact ASK Driving School via e-mail and we will endeavor to reply asap.

Please be assured that all concerns are taken with the utmost diligence and discretion at all times assuring you of our best intentions.

Cancellation

Due to a high percentage of last minute cancellation your driving instructor has unfortunately decided to charge pupils for failing to provide **ADEQUATE NOTICE** for canceling lessons of instruction, as common within the industry your driving instructor will need a **MINIMUM of 48 HOURS NOTICE** if you are unable to attend your driving lesson otherwise you maybe charged for any loss of revenue. However your driving Instructor would appreciate you honoring appointment times and any cancellation being your only alternative. Under exceptional circumstances such as family crisis etc... Do not hesitate to contact us at any time your driving instructor will be most understanding and happy to reschedule your driving lesson at no extra cost.

Lessons and Traffic

Please be aware that your driving instructor has no control over road conditions such as but not limited to; road works, traffic jams, road accidents, road closure plus many more etc... While your driving instructor has extensive knowledge of the local area s/he will not be held responsible for any delays that this may cause in over run lesson time (you will not be charged for the over run lessons) and/or lateness to appointments such as but not limited to your practical driving test.

Tuition Vehicle and Practical Driving Test

Your driving instructor reserves the right to withhold the use of the driving instruction tuition vehicle for the candidate practical test if it is considered that the candidate is not at test standard. Please be aware that your driving instructor has a full diary of students and therefore you should always consult with your driving instructor before booking your practical driving test s/he will only be glad to advise you of their free times, if you fail to consult with your driving instructor they will not guarantee availability. Also please be aware that it is the candidates responsibility to take the required documentation to their practical driving test your driving instructor will not be held responsible if your test is cancelled due to missing documentation. While every effort is made to maintain the vehicle of instruction to a high standard your driving instructor will NOT be responsible for any mechanical or electrical faults that may happen before or during your practical driving test such as but not limited to BLOWN Reverse light bulb etc... Your driving instructor will not be held responsible if your test is cancelled due to such events.

Infringements

Please note that while your driving instructor is there to guide and instruct you they can not be held responsible for any speeding fines, infringement fines,

etc... That are incurred due to none-conformation of instruction any such infringements etc... Will be the sole responsibility of the candidate.

Fit and Legal

Please be aware if you are found to be unfit to drive due to such things as but not limited to; being under the influence of alcohol or drugs, not wearing prescription glasses, etc... Your driving instructor WILL refuse to take you on a driving lesson and you WILL be charged for any loss of revenue.

DSA (Driving Standards Agency) Code of Conduct (DRIVING INSTRUCTORS)

Personal conduct

- The instructor will at all times behave in a professional manner towards clients.
- Clients will be treated with respect and consideration.
- The instructor will try to avoid physical contact with a client except in an emergency or in the normal course of greeting.
- Whilst reserving the right to decide against giving tuition, the instructor will not act in any way which contravenes legislation on discrimination.

Business dealings

- The instructor will safeguard and account for any monies paid in advance by the client in respect of driving lessons, test fees or for any other purpose and will make the details available to the client on request.
- The instructor on or before the first lesson should provide clients with a written copy of his/her terms of business to include:
 - legal identity of the school/instructor with full address and telephone number at which the instructor or his/her representative can be contacted
 - the price and duration of lessons
 - the price and conditions for use of a driving school car for the practical driving test
 - the terms under which cancellation by either party may take place
 - procedure for complaints.
- The instructor should check a client's entitlement to drive the vehicle and his or her ability to read a number plate at the statutory distance on the first lesson. When presenting a client for the practical driving test the instructor should ensure that the client has all the necessary documentation to enable the client to take the test and that the vehicle is roadworthy

Voluntary code of practice

Instructors will advise clients when to apply for their theory and practical driving tests, taking account of local waiting times and forecast of clients' potential for achieving the driving test pass standard. The instructor will not cancel or re-arrange a driving test without the client's agreement. In the event of the instructor's decision to withhold the use of the school car for the driving test, sufficient notice should be given to the client to avoid loss of the DSA test fee

The instructor should at all times, to the best of his or her ability, endeavour to teach the client correct driving skills according to DSA's recommended syllabus.

Advertising

- The advertising of driving tuition shall be honest; claims made shall be capable of verification and comply with codes of practice set down by the Advertising Standards Authority.
- Advertising that refers to clients' pass rates should not be open to misinterpretation and the basis on which the calculation is made should be made clear.

Conciliation

- Complaints by clients should be made in the first instance to the driving instructor/driving school/contractor following the complaints procedure issued.
- Failing agreement or settlement of a dispute, reference may be made to DSA's Registrar of Approved Driving Instructors who will consider the matter and advise accordingly.
- Should the Registrar not be able to settle the dispute he or she may set up a panel, with representatives from the ADI industry, to consider the matter further or advise that the matter should be referred to the courts or other statutory body to be determined.